



CABINET FOR FAMILIES AND CHILDREN  
COMMONWEALTH OF KENTUCKY  
FRANKFORT 40621

DEPARTMENT FOR SOCIAL INSURANCE  
DIVISION OF CHILD SUPPORT ENFORCEMENT  
"An Equal Opportunity Employer M/F/D"

KASES Network Memo No. 38

TO: Staff, Division of Child Support Enforcement  
All IV-D Agents

FROM: Steven P. Veno, Director *SPV*  
Division of Child Support Enforcement

DATE: October 16, 1996

SUBJECT: Case Closure by Contracting Officials

Contracting officials are no longer required to refer cases to DCSE caseworkers for case closure. Contracting officials are now responsible for closing child support cases when a case meets a case closure criterion. Previously, DCSE staff were responsible for closing all child support cases.

Title 45 of the Code of Federal Regulations (CFR) Section (§) 303.11 allows DCSE to close a IV-D case if the case meets at least one case closure criterion. Prosecutors' Handbook Subsection 31.040, Case Closure Codes, lists case closure criteria. If a case does not meet at least one criterion, it must be kept open and worked.

**NOTE:** Contracting officials are not to implement case closure procedures until training has been received from DCSE trainers.

The following actions are completed by a contracting official when a case meets a case closure criterion.

1. Confirm that the case is in an OPEN case status by referring to the Display Case Information screen (ASEC6A) on KASES.

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2. Generate a Payee Notice of Intent to Discontinue IV-D Services (Form CS-137) and send it to the custodial parent **unless** the case is closed for one of the following reasons:

- the only IV-D service requested was location-only services and the State Parent Locator Section (SPLS) has completed location services;
- the non-AFDC custodial parent or former AFDC, Medicaid Only (MA Only), Transitional Child Care (TCC), or Foster Care (FC) custodial parent requests closure of the case; or

**NOTE:** If the non-AFDC custodial parent requests discontinuance of IV-D services refer to Prosecutors' Handbook Subsection 19.100 for detailed procedures to follow to discontinue IV-D services.

- a finding of good cause has been made by the IV-A, IV-E, or Medicaid agency and it has been determined that support enforcement may harm the child or caretaker relative.

Generating a CS-137 on KASES will automatically create a 60 calendar day worklist item for the responsible worker of the case.

For a FC case, manually complete a CS-137 and send it to the Children's Benefits Worker if the child is still receiving IV-E benefits. This is necessary because forms generated on KASES for FC cases list the Kentucky Foster Care System Account as the custodial parent instead of the Children's Benefits Worker. Attach a copy of any order which may have been entered as a result of judicial action taken. See the end of Handbook Subsection 23.000, Foster Care, for a list of the Children's Benefits Workers. In addition, generate a CS-137 on KASES and on the Document Generation Confirmation screen (ASEDGB), complete the "Number to Print" field by entering a zero (0). This allows an event to be created without printing the form.

3. Generate a CS-137 and send it to a non-AFDC custodial parent when the noncustodial parent has returned to the home. Send the CS-137 even though the custodial parent has not requested

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discontinuance of IV-D services. In addition, take the following actions.

- a. If an AFDC/FC arrearage is not owed, leave the IV-D status as NPA and leave the current support order extension open so any collections received will continue to be sent to the family as current support.
  - b. If an AFDC/FC arrearage is owed, do not close the case. DCSE intends to discontinue IV-D services to the custodial parent but the case will remain open as an arrearage-only case. Change the IV-D status on the Update Case screen (ASEC8C) from NPA to ARRP and KASES will automatically change the current support status to "CLOSED."
4. Change the current support extension status from OPEN to CLSD (closed) on the Update Order Extension screen (ASEFOG) if **an obligation to pay current support no longer exists** and the case is being closed for one of the following reasons:
- parental rights have been terminated,
  - the last child is now emancipated,
  - the custodial parent and noncustodial parent have remarried each other, or
  - the only child is deceased.

**This will allow any collections received after the CS-137 is sent to be applied to arrearages if an arrearage is owed.**

5. Create a SELF event and attach notes. Describe what prompted the action, list all actions taken, and list any forms that were not generated on KASES.

If within 60 calendar days the custodial parent does not supply any information necessary to take action or, in the case of a non-AFDC custodial parent, does not cooperate or reestablish contact with DCSE, the following actions are taken to close the case.

1. Change the case status from OPEN to CLSD on the Update Case screen (ASEC8C) unless AFDC/FC arrearages are owed to CFC. Enter the closed reason code that describes why the case is being

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closed and press PF-9, Update Case. KASES displays the Refer Case screen (ASECRA). Press PF-4 to return to the submenu.

**NOTE:** When a CS-137 is sent to the custodial parent because IV-D services are being discontinued, leave the case status OPEN on the Update Case screen (ASEC8C) if AFDC/FC arrearages are owed to CFC. If a response which will result in continuation of IV-D services to the custodial parent is not received at the end of 60 calendar days, initiate judicial action to make support payable on behalf of the child(ren).

2. Send a Payee Notification of Prioritization Action (Form CS-31) to the custodial parent unless AFDC/FC arrearages are owed or it is a FC case. When generating the CS-31, select "closed" as the option on the Caseworker Document Generation screen (ASEGE6).

The system automatically prints on the CS-31 that the case has been closed and gives the reason that the case was closed based on the closed code that was entered on the Update Case screen (ASEC8C).

Since a CS-31 cannot be system generated when the case status is OPEN and a CLSD Reason Code has not been entered, such as in situations where **AFDC/FC arrearages are owed**, manually complete a CS-31A and send it to the custodial parent. Create a SELF event to document that a CS-31A was sent. Also, create a SELF worklist item to change the IV-D case status to ARRP for the effective date of the order which redirects current support to the children. Establish a SELF worklist tickler based on the period of time needed to obtain the order.

Once the arrearage has been paid, change the case status on the Update Case screen (ASEC8C) from OPEN to CLSD. Do not send a second CS-137 and CS-31 because IV-D services were previously stopped.

**For FC cases**, manually complete and send a CS-31A to the Children's Benefits Worker if the child is still receiving IV-E benefits. This is necessary because forms generated on KASES for FC cases list the Kentucky Foster Care System Account as the custodial parent. In addition, generate a CS-31 on KASES. On

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the Document Generation Confirmation screen (ASEDGB), enter a zero (0) in the "Number to Print" field. This allows only an event to be created.

**NOTE:** Do not send a CS-31A or CS-31 to a non-AFDC custodial parent who requests that IV-D services be discontinued.

3. For a non-AFDC case that is being closed due to the noncustodial parent's return to the home, take the following actions if a **current support obligation still exists**, DCSE is payee for current support, and neither AFDC nor FC arrearages are owed. If AFDC or FC arrearages are owed, leave the case open as an AFDC/FC arrearage-only case.
  - a. If support is payable through CFC, initiate judicial action to make support payable on behalf of the child(ren).
  - b. Send a Noncustodial Parent Notice to Contact Court (Form CS-142) to the noncustodial parent. The CS-142 advises the noncustodial parent that the current support obligation remains in effect until he/she petitions the court to change the order.
  - c. If an Unemployment Insurance Agreement (Form CS-76) or a Notice of Claim (NOC) is in effect, notify the Division of Unemployment Insurance (DUI) that the case is being closed. This is done by generating a CS-15 and faxing a copy of the CS-15 to Elaine Masters of DUI at 502/564-2480.
  - d. If an Order to Withhold Earnings (Form CS-89) or a Change in Order to Withhold Earnings (Form CS-90) is in effect, initiate judicial action to redirect current support to the child(ren).
  - e. Enter COTH as the case closure code and change the case status from OPEN to CLSD on the Update Case screen (ASEC8C).
4. Create a SELF event and attach notes. Describe all actions taken and list all forms which were not generated on KASES. Note the reason for closing the case.

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**NOTE:** If the case meets a case closure criterion and has been referred to SPLS, a MAIL worklist item is sent to the appropriate SPLS worker if the case is in a locate process status. The SPLS worker is advised that the case meets an unworkable or closed criterion. SPLS is asked to close location activity and to refer the case back to the contracting official so appropriate action can be taken to close the case.

A closed case can be reopened if a custodial parent requests that the case be reopened because of a change in circumstances which will allow DCSE to pursue action. Also, cases previously closed as a result of a good cause determination are reopened if either parent in such a case requests a review of the order for possible modification.

If a non-AFDC case was previously closed for one of the following reasons, the custodial parent must submit a new application and pay another non-AFDC application fee before the IV-D case can be reopened:

- the custodial parent asked that IV-D services be discontinued,
- the custodial parent failed to cooperate, or
- the custodial parent failed to contact DCSE or the responsible contracting official and repeated attempts to contact the custodial parent were unsuccessful.

However, if a non-AFDC custodial parent requests that the case be reopened due to a change in the noncustodial parent's circumstances and the case was not previously closed for one of the reasons just listed, the non-AFDC custodial parent is not required to pay another application fee.

**The following actions are taken to reopen a closed case.**

1. Select option 06, Update Case/Participant Data, from the Case Management Menu screen (ASEMAA). Update any data that may have changed for a participant. Key PF-2 and update the case by changing the case status from CLSD to OPEN on the Update Case screen (ASEC8C). Update any other case data that needs changing. For example, it may be necessary to change the IV-D type and the process status.

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2. Complete whatever other actions are needed for the case.
3. Create a SELF event and attach notes. Describe what prompted the action and list all actions taken.

DCSE STAFF AND CONTRACTING OFFICIAL STAFF ARE TO SAVE AND FILE THIS MEMO FOR FUTURE REFERENCE.

Cross References: Child Support Manual of Procedures, Subsection 15.060  
Kentucky Prosecutors' Child Support Enforcement Handbook, Subsections 12.060, 15.060, 19.100, 19.110, 31.030, and 31.040

Retention: Until Superseded  
Inquiries: DCSE Staff - Supervisors  
IV-D Agents - Compliance Analysts

